

How to Use This Report

This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. This report includes data from seven health plans for adults and children enrolled in Healthy Options and a statewide summary for the Children's Health Insurance Program (CHIP). For this year's results, individual health plans can compare their own plan results to the aggregate information for all Healthy Options managed care plans in Washington State. The CHIP sample is already an aggregate statewide sample, and therefore, there are no comparison data for this group. Results for both group composites and individual questions are displayed in graphic format.

Composites

Because the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS products showed that consumers found these composites easy to understand and were satisfied with the level of detail.

Statistical Significance

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composite for each health plan or group as well as a summary of all health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the all-plan aggregate. These adjusted means were compared to determine statistically significant differences. P-values less than or equal to 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for all plans or a statewide sample.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance was significantly better or worse than the statewide mean for all Healthy Options plans. Plans with means that were statistically better than the statewide mean are noted with three stars. Plans with means that were statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars.

For CHIP clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for this program.

Case-Mix

As described above, the stars represent relative ratings of the overall mean for all Healthy Options plans. Because case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)